

HAWAII DEPARTMENT OF PUBLIC SAFETY
MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST
Saguaro Correctional Center, February 27 – March 4, 2010

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Item	Page No.	Contract Item & Description	Compliant	Non-Compliant	Comments
A.	20	ACA Accredited Facility: (RRCC & SCC to be accredited within 18 months of facility activation) 1. Mandatory (100%) 2. Non-mandatory (90%) 3. Life Safety Code/Fire Codes			Date of Accreditation (every 3 yrs): October 2008
			X		Mandatory Score: 100%
			X		Non-mandatory Score: 100%
			X		Sprinklers operational: Feb 2010 Fire Marshall Report: 8/18/09
	4	Clothing & Supplies: 1. 2 sets of Uniforms (Males)	X		3 uniform sets each; adequate inventory uniform sets in storage for replacements.
		2. 3 sets of Uniforms (Females)	N/A		
		3. Seasonal Clothing (Warmer clothing for colder weather; Colder clothing for warmer weather)	X		Describe: Winter Coats were distributed in October 2009 and will be collected in April 2010 as the weather gets warmer.
		4. Underwear	X		
		5. Personal Hygiene:	X		GP inmates get 2 oz, Seg inmates get .5 oz of item.
		a. Soap			
		b. Toothbrush	X		GP inmates get 2 oz, Seg inmates get .5 oz of item.
		c. Toothpaste	X		GP inmates get 2 oz, Seg inmates get .5 oz of item.
		d. Deodorant	X		Weekly one-for-one exchange for hygiene items
		5a. Monthly Exchange (Y/N) If No, why or why not?	X		Exchange completed by Unit Team
		6. Workline Appropriate Clothing:	X		Issued by workline area supervisors
		a. Boots (as appropriate)			
		b. Gloves (as appropriate)	X		
		7. Linen:	X		
		a. Towel	X		
		b. Sheets	X		
		c. Pillow Case	X		
		d. Blanket (Wool) or	N/A		
		e. Blanket (Cotton) Available	X		

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B.	4	<u>Laundry:</u> 1. Weekly Laundry Service (Describe weekly schedule)	X		Weekly Schedule: Mondays: Whites Tuesdays: Khakis Wednesdays: Whites Thursdays: Khakis Fridays: Whites
		2. Laundry Exchange (clean, laundered replacements)	X		
		2a. Laundry Exchange every 6 mos.	X		Exchange forms completed and inputted on OMS management system.
C.	4	<u>Inmate Property:</u> 1. Property Disclaimer Form	X		
		2. Lost/Stolen Property Form	X		
		3. Secured Property Room	X		
		4. Property Officer	X		Property Officer: C/O Streeter
		5. Segregation Property Form & Confiscation Form	X		Form completed for every inmate in segregation: YES
		5a. Secure Segregation Storage	X		Location: N-Unit
D.	4-5	<u>Food Service (Canteen Contract Services):</u>	X		Food Service Manager: Mr. Parker
		1. Rice served daily	N/A		During the time of this audit, a facility-wide lockdown was in effect and all meals consisted of sack meals as all worklines were shut down temporarily; normal kitchen operations will resume week of March 15.
		2. Fresh/Canned Fruit Weekly	X		
		3. Menus Approved by Dietician	X		Contingency menu approved 2/22/10 during facility-wide lockdown.
		3a. Meals based on current U.S. Dietary Guidelines	X		Calorie Count per inmate: 3,200 Contingency Meal Count: 2,700
		3b. Copies of Cycle Menus Provided	X		Date of menu: 11/23/09
		4. Medical Meals Approved by Facility's Physician (CCA Policy)	X		83% inmate compliance on medical diets.

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	5. Religious Meals Approved by Facility's Chaplain (CCA Policy)	X		
	6. Special Dinner Menus:	X		
	a. Prince Kuhio Day (March)	X		
	b. King Kamehameha Day (June)	X		
	c. Other special event			Describe other: MLK Day, Independence Day, Thanksgiving & Christmas, all other religious programs are given a special meal.
	<u>Kitchen:</u>			
	1. Food served compares to menu	X		
	2. Dead man trays	X		Maintained for how many days: 3
	3. Alternative disaster menu	X		
	4. Food portion control	X		
	5. Workline training on sanitation/hygiene, tool/equipment safety, hand washing techniques	X		All logs up-to-date.
	6. Sufficient hair nets available	X		
	7. Sufficient gloves available	X		
	8. Workers know location of hair nets and gloves	X		
	9. Food handlers/Cooks wear hair nets and gloves	X		
	10. Appropriate footwear are used	X		
	11. Internal inspection of kitchen, dining areas, food storage and preparation areas	N/A		Kitchen closed during audit due to facility-wide lockdown in effect; all worklines closed temporarily; kitchen will resume normal operations during the week of March 15.
	12. Internal inspection of tools, equipment and liquid soap dispensers		X	Seals on stainless steel large hot boxes need repair. Facility to check and fix.
	13. Adequate drainage near washing stations	X		
	14. Dry Storage: Appropriate lighting	X		
	15. Food stored at least 6' off floor	X		
	16. Food stored at least 18" from ceiling	X		
	17. Food is covered, labeled and dated	X		
	18. Separate storage for food and non-food items	X		

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19. Emergency supply # of days <u>7</u>	X		
20. Regular insect control maintenance	X		Completed monthly.
21. Refrigerators/Freezers thermometers operable	X		
22. Evidence (log) shows thermometers are calibrated on a routine basis	X		
23. Refrigerator temperature monitored and recorded <u>3</u> per day	X		34 degrees.
24. Freezer temperature monitored and recorded <u>3</u> per day	X		10 degrees.
25. Refrig/Freezer food is stored at least 6' off ground	X		
26. Refrig/Freezer food is covered, labeled and dated	X		
27. Refrig/Freezer doors are sealed, cleaned and in tact	X		
28. Refrig/Freezer vents/fans are clean and free from dust	X		
29. Refrig/Freezer hinges/locks/ are in good repair	X		
30. Refrig/Freezer is clean inside and out	X		
31. Portable Food carts in working order	X		
32. Food prep/production areas are clean, sanitized and in good repair	X		
33. Grease traps are clean	X		Cleaned bi-annually.
34. Inventory control for sharp utensils	X		
35. Mops, cleaning supplies and chemicals are securely stored and inventoried	X		
36. Garbage containers covered with tight fitting lids	X		
37. Scheduled garbage removal from kitchen after each mail	X		
38. Adequate outside storage of garbage until trash removal	X		
39. Dishwashing temp log (125-140 degrees)	X		140 degrees.

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	40. Dishes/pots/pans properly scraped and free from excessive stains and caked foods	X		Carts that hold large pans needs cleaning.
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Describe: # of Supervisors/hours per shift: 4* Breakfast 0 Lunch 2 Dinner

- **Overlapping shifts due to facility-wide lockdown and kitchen closed for normal workline duties.**

E.	5	<u>Inmate Commissary:</u> 1. Commissary Services a. Non-essential items (soda, candy, personal items)	N/A		Vendor Name: Mid States *Commissary temporarily unavailable due to facility-wide lockdown and workline shutdown; resume normal operations week of March 22.
		2. Commissary proceeds utilized for General Inmate Population Benefit (commissary maintenance, equipment, services, programs)	X		
		3. Commissary Revenues (May be used to pay all operating expenses of the commissary)	X		
F.	5	<u>Recreation:</u> 1. Indoor Activities Provided	N/A		Describe indoor activities available: Pinnacle, dominoes, chess, trivia pursuit, music room and various indoor tournaments (sign up available) *Indoor recreation on hold due to facility-wide lockdown after Priority 1 incident; resume normal operations week of March 22.
		2. Outdoor Activities Provided	N/A		Describe outdoor activities available: Basketball, Track, Nautilus weight training, various tournaments throughout year *Indoor recreation on hold due to facility-wide lockdown after Priority 1 incident; resume normal operations week of March 22.
G.	5	<u>Library Services:</u> 1. Recreational Library	X		Recreational Librarian: Ms. Watley Recreational Library Hours: 0800-1030 hrs; 1330-1500 hrs.
		a. Hawaii-based newspaper available in library (at cost of State)	X		
H.	5	<u>Visitation:</u> 1. Visitation Room Available	X		Visits for GP: Friday thru Monday (0800-1200 hrs; 1300-1600 hrs) Visits for Seg: Tuesdays (0800-1200 hrs; 1300-1600 hrs) Visit times and schedules available on PSD website.

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		2. Video Visit Conferencing	N/A		*Video visits on hold due to facility-wide lockdown after Priority 1 incident; resume normal video visit schedules on March 20.
		3. PolyCom Equipment Operable		X	J-unit screen inoperable (blank); M-unit phone receiver too soft. Staff encouraged to do work orders as soon as the units show problems.
I.	5	4. Special Visits (Pastoral, Legal and Families 300 miles or more) allowed	N/A		*All visits on hold due to facility-wide lockdown after Priority 1 incident; resume normal visit schedules on March 12.
		4a. Non-contact visits	N/A		*All visits on hold due to facility-wide lockdown after Priority 1 incident; resume normal visit schedules on March 12.
J.	5 - 6	<u>Grievance Procedures:</u>	X		Grievance Officer: Mr. Valenzuela Boxes available in dining hall (GP inmates) and each pod (Seg).
		1. Secured Grievance Boxes			
		2. Informal Grievances Forms	X		#14-5A
		2a. Informal Grievance Logging & Tracking System	X		
		3. Formal Grievance Forms	X		#14-5B
		3a. Formal Grievance Logging & Tracking System	X		
		4. Designated time limits and filing appeals are consistent with the policy	X		
		5. Grievance Officer replying to grievances and not staff members	X		With exception of medical grievances due to HIPPA (medical staff to respond)
		6. Opportunity to Appeal Decision	X		#14-6E (Warden)
K.	6 - 7	<u>Access to Courts:</u>	X		Law Librarian: Ms. Whatley Law Library Hours: (0745-1030 hrs; 1330-1545 hrs) – GP inmates N-Unit (Seg) is scheduled for law library via Unit staff.
		1. Law Library			
		2. Parole Hearings Conducted	X		HPA sends out monthly schedules for facility.
		3. Attorney calls scheduled with facility	X		Mainland Branch sends out weekly legal call schedules for facility. *Prioritized attorney calls scheduled for court and HPA hearings only due to facility-wide lockdown after Priority 1 incident; resume all legal call schedules on March 15.

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		3a. Court hearings afforded by telephone as necessary	X		Mainland Branch sends out weekly court call schedules for facility as necessary. *Prioritized 1 court call scheduled for Maui due to facility-wide lockdown after Priority 1 incident; re-scheduled court hearing for April 1.
		4. Law Library Collection (KIOSKS):	X		
		a. Hawaii Revised Statutes (HRS)	X		
		b. Session Laws of Hawaii (SLH)	X		
		c. Hawaii Reports	X		
		d. Hawaii Appellate Reports	X		
		e. U.S. Code Annotated	X		
		f. Shepard's Hawaii Citations	X		
		g. HI Court Rules (State)	X		
		h. HI Court Rules (Federal)	X		
		i. HI Digest	X		
		j. Black Law's Dictionary	X		
		k. Federal Civil Procedures & Rules	X		
		l. Supreme Court Reports	X		
L.	7-8	<u>Security & Control:</u>	X		1.71 formula (7-day post)
		1. Security Staffing Plan (to include all mandatory posts) is updated and available for review			1.50 formula (5-day post); no change from previous audit.
		2. Urinalysis Program: Minimum of 10% of State's Total Population	X		CCA Policy #: 9-4
		3a. Second test made available at inmate request/cost	X		ACL laboratories will test twice.
		3b. Positive Results Reported to PSD within 24-hours of Facility Receiving Results	X		
		4. Contraband Management	X		CCA Policy #: 9-6
		4a. Policy covers definition, appropriate storage and critical areas to search	X		
		4b. Routine facility shake-down for contraband	X		Every cell searched twice monthly.
		4c. Inmates given proper written notification of contraband	X		Form 14-6A is used; inmates sign for facility handbook with list of allowable property
		5. Emergency Response Preparedness	X		CCA Policy #: 8-1 Key areas have copies

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		5a. Security protocols on managing riots, disturbances, hostage situations, work stoppages, fires, escapes, bomb threats, natural disasters, etc.	X		Policy 8-1: Monthly, quarterly SORT training monthly emergency drills.
		5b. Appropriate agreements with the local county and law enforcement agencies in emergency responses	X		MOU w/ outside agencies dated 3/13/08
		5c. Proper training of all staff in emergency response plans (i.e. Command post, Food service, etc.)	X		Trainer: J. Marsh
		6. 5-1 Policy	X		
		6a. Investigations Completed in timely manner per policy 14 # days	X		Facility Investigator: S. Williamson
		6a. Proper notification of Priority 1 incidents to the State	X		Within 24-hours of incident
		7. Formal Count on each Shift	X		
		8. Tool & Key Control	X		Central control area inspected.
		8a. Is there a Tool & Key Control Officer?	X		Control Officer: D. Apodaca
		8b. Adequate storage of all tools & keys in the facility?	X		Central Control/Armory
		8c. Proper logging system for issuance and return of tool?	X		Central Control/Education
		8d. Proper logging system for issuance and return of keys?	X		Central Control
		8e. Proper shadow boards to provide rapid visual inventory of tools?	X		Education, Maintenance
		8f. Immediate reporting procedure for lost or damaged tools	X		Removal system in place
		9. Security Inspections	X		
		9a. Security inspections in accordance to CCA policy	X		CCA Policy # 9-7
		9b. Security inspection checklist available	X		CCA Policy #9-6
		9c. Area inspections are documented and logged for review	X		
		9d. Security deficiencies are documented and corrected	X		Plan of Action (POA)
M.	8	<u>Use of Force:</u>	X		Chief of Security: M. Lopez
		1. Proper policy which governs the use of force against inmates			CCA Policy # 9-1
		2. Facility staff training provided in	X		

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		accordance with policy			
		3. Proper notification made to State	X		Within 24-hours
N.	8-9	<u>Discipline:</u> 1. Hearings are conducted in timely manner per policy <u>7</u> # days	X		Hearings Officer: AS/S R. Wallis
		2. Charges match the offense	X		
		3. Copies of disciplinary report given to inmate to review	X		
		4. Disciplinary committee is impartial and was not involved in the original write-up	X		
		5. Disciplinary segregation not to exceed 60 days without Mainland Branch approval	X		Except SHIP/Administrative Segregation (by CCA Policy)
		6. Discipline Reports Completed & mailed out each month	X		
		7. Inmate has opportunity to appeal	X		Appeals are sent to the Warden.
O.	9	<u>Inmate Trust Account:</u> 1. Spendable/Restricted Accounts	X		ITA managed on CCA's OMS system
P.	9	<u>Restitution:</u> 1. 10% Deduction of Inmate Wages	X		Restitution is taken from Corporate Inmate Accounts after copy of court orders are received by Mainland Branch.
Q.	9-10	<u>Telephone Costs & Services:</u> 1. Electronic monitoring available	X		Monitoring is done by Facility Investigator
		2. Cost of phone call/per minute	X		Telephone Provider: ISC .25 per minute (direct calls); \$3.00 service chg for collect calls
R.	10	<u>DNA Testing Program:</u> 1. Staff trained in DNA Collection	X		DNA Collected by (ie Intake): R&D (10-15 Staff available)
		2. DNA test prior to Inmates return to Hawaii	X		
		3. DNA signed forms faxed to Mainland Branch prior to Inmate's return	X		Faxed to Mainland Branch; original mailed via Fed Ex and inputed on Offendertrak system.
		4. DNA kits available at facility	X		
S.	10-12	<u>Inmate Programming:</u> 1. Educational Ability Assessment	X		Principal: Ms. Sell
		2. Basic Literacy/ESL	N/A		*Education services closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.

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3. Adult Basic Education	N/A		*Education services closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
4. GED/Testing	N/A		*Education services closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
5. Lifeskills/Breaking Barriers	N/A		*Education services closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
6. Vocational Training (SCF only)	N/A		Types: Wood works, plumbing, electrical, computer training; NCEER Certified programs developing as AS degree via Pima CC. *Education services closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
7. PSD SMS3 Input	X		Excellent record-keeping
8. Workline Opportunities; 2/3 Population Working	N/A		*All worklines closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
8a. Payscales per policy	X		
9. Hobby Crafts available	X		In-cell and hobby shop
10. College Correspondence (at Inmate's expense) – Not required by Contract	X		College classes to begin April 2010.
10a. Distance Learning Satellite System	X		Working on program availability through CEA
11. Special Housing Incentive Program (SHIP) SCC only	X		Developing new procedures for education delivery in SHIP
11a. SHIP pursuant to policy	X		
12. Hawaii Cultural Programs	X		Types: Language, Hula, Cultural dance, House of Healing
13. Faith-based unit (SCC only)	X		

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T.	12	<u>Substance Abuse Program:</u>	N/A		1:29 staff ratio
	13	1. Substance Abuse (Level 2)			Program groups are held twice weekly as documented in program files *Programs closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
		2. Therapeutic Community (Level 3) (SCC only)	N/A		1:15 staff ratio; (8 counselors to 120 inmates) *Programs closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
		3. Aftercare (SCC only)	N/A		Mr. Brader – MB Pod; 10 week program after RDAP3 completion *Programs closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
		4. PSD SMS3 Input	X		PSD Training completed on this audit; all treatment staff set up on SMS system with 2 staff members trained by L. Hales
		5. LSI-R / ASUS Certified	X		8 of 9 are certified (1 hired in Dec 2009)
		6. LSI-R/ASUS completions mailed to Mainland Branch	X		
U.	13	<u>Religious Programs:</u> 1. Weekly Religious Services	N/A		Chaplain: C. Miller *Religious services closed due to facility-wide lockdown after Priority 1 incident; resume normal operations during week of March 22.
V.	13	<u>Classification:</u> 1. Completed Annually by the Facility Classification Officer	X		Classification Supervisor: C. Frappiea
		2. Special Classification completed for SHIP/Administrative Segregation	X		Inmates are reclassified when transferred from the SHIP program into the H-Unit; Inmates are reclassified 6 months later on ICAS
		3. Classification input on Offendertrak	X		Inputted on Offendertrak by C. Frappiea on annual basis
W.	15	<u>Health Care:</u>	X		Actual Standards score: 100% ACA
	19	Operate 85% of NCCHC Standards			
		1. Health Services Administrator	X		Health Services Administrator: HSA Sells
		2. Licensed Staffing	X		1 PRN LPN vacancy

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		3. Primary Care Services	X		Sick call appropriate and timely, referrals appropriate, med delivery timely, new AZ pharmacy rules for OTC's have been implemented. Scored 100% on independent pharmacy audit.
		4. Chronic Care Management	X		59% of population under CCC; load is extremely heavy with sicker population, development of new tracking system and a new double-check review to minimize oversights.
		5. Medical & Specialty Care	X		Since Carondelet contract ended, appts are scheduled promptly and timely. Emergencies are sent to Casa Grande Medical Center.
		6. Infirmiry Services	X		41 patients in January
		7. Routine Diagnostic Services	X		Great improvement in avail lab results ready by CCC appt.; implemented new review by lab tech with MD
		8. Health Appraisals	X		Done timely; PE's utd as well
		9. Physical Medicine	X		Timely scheduling
		10. Infection Control	X		Logs up to date
		11. Immunizations	X		Up to date
		12. Mortality & Peer Reviews	X		
		13. Dental Services	X		639 dentist; 301 hygienist in January
		14. Mental Health Services	X		Psychologist/MHC=291; Psychiatrist=77
		15. Co-payment Fees	X		Amount of Co-payment: \$3.00
		16. Prosthesis agreement available	X		
X.	20 24	<u>Personnel:</u>	X		
		1. 24-Hour Staffing Plan			
		2. Criminal History/Background Checks on all Facility Employees	X		Kroll
		3. Correctional Officer Training (160 hours basic training; 40 hours annual)	X		Trainer: J. Marsh
		4. Full-Time On-Site Warden	X		Warden's Name: T. Thomas
		5. Case Managers (Males)	X		Ratio: 1:124
		6. LSI-R Training	X		
		7. Offendertrak Access (MIS)	X		
		8. Quality Assurance Manager	X		QAM: Mr. Hauber

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		a. Tracks all facility policies	X		Internal audits done every quarter as assigned by CCA FSC
		b. Schedules internal audits	X		Dept heads assign internal audit sections to staff
		c. Coordinates external audits	X		
		d. Tracks audit deviations	X		
		e. Policy/procedural changes for Warden's review/approval	X		Policy changes needs Warden and QA approval before implementation
		f. Provides Response & Corrective Action Plan within 30 days	X		
		9. Unit Management Model	X		
Y.	24	Reporting:	X		
	25	1. Progress Reports (Every 6 mos.)	X		
		2. Classification	X		Currently being updated with Mainland Branch office
		3. 5-1 Reports	X		
		4. Disciplinary Reports	X		
		5. Monthly Report	X		
Z.		Administrative Matters:	X		
		1. Refer Inmate for Prosecution for Violating Laws of state			
		2. Refer Staff for Prosecution for Violating Laws of state	X		
		3. Liquidated Damages	X		
		a. Is procedure in place?	X		
		b. Level III Treatment	X		
		c. Staffing Patterns (mandatory posts)	X		
		d. 90 days initial activation before liquidated damages can be applied	X		
		Facility Population:	X		Rated Capacity: 1896
		1. Facility Population Count			Hawaii Count: 1870

FACILITY: Saguaro Correctional Center, Eloy AZ

DATE OF VISIT: February 27 – March 4, 2010

AUDIT TEAM MEMBERS: Scott Jinbo, Contract Monitor; Jeanette Baltero, Contract Monitor; Carol Payne, PSD/Health Care; Larry Hales, PSD/Substance Abuse Administrator; Maureen Tito, PSD/Education Administrator; Cpt. Dalen Paleka, HCF/Security.

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AUDIT COMPLETED BY: Shari Kimoto, MBA

Audit Report Completed on 3/31/2010 4:56:43 PM

Plan of Corrected Action due 5/5/10.

Plan of Corrected Action received 4/30/10; all deficiencies have been corrected.